

## LOC Questions and Clarifications Memorandum

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**To:** Solicited Vendors for Letter of Configuration (LOC) Number 45372, dated October 17, 2019 for the Mississippi Division of Medicaid (MDOM)

**From:** Craig P. Orgeron, Ph.D.

**Date:** October 29, 2019

**Subject:** Responses to Questions Submitted

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

**Question 1:** 5.15 The Vendor shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Vendor will permit its personnel and contractors to access State data remotely only as required to provide technical support.

- Is there any State data, including local applications, added to the “MDOM single image”, which the State would like loaded onto the Thin Client from the factory?

**Response:** **All necessary data will be contained within the MDOM single image. This image does not contain any sensitive data. MDOM will need the single image loaded onto the thin clients at the factory.**

**Question 2:** • Is the Asset Tag considered “State data”? Is it allowable to place the asset tag/sticker onto the thin client at a factory in Juarez, Mexico?

**Response:** **The tag is not considered to be sensitive data. It is allowable to place the asset tag/sticker onto the thin client at a factory in Juarez, Mexico.**

**Question 3:** Are vendors required to remove boxes and other debris from an installation site after installation at that site is complete? If so, will the vendor be allowed to dispose of the debris in local Medicaid-provided trash dumpsters at the Medicaid site? If not, must the vendor remove the debris from the Medicaid sites in a vendor’s truck?

**Response:** Yes, vendors will be required to remove all installation-related debris from the site(s). Dumpsters can be used where available, otherwise, vendor will be expected to remove debris via vendor's truck.

**Question 4:** The weight of a palletized product shipment may require the awarded vendor to incur the cost of "power lift gate" and "inside delivery" shipment instructions if a delivery site does not have a loading dock. Which Medicaid delivery sites are known to have a loading dock?

**Response:** The Walter Sillers Building location has a loading dock, but the door to the inside is not wide enough to accommodate a standard size wooden pallet. None of the other locations have a loading dock.

**Question 5:** Specification 9.1 states the installation will be "according to a MDOM-defined schedule." We assume that Medicaid will not ask vendors to cancel installation appointments with other customers so that short-advance-notice Medicaid installations can occur on dates in which vendor personnel are already booked. Would it be correct to assume that the aforementioned LOC phrase should be construed to mean that installations will be "according to a MDOM-defined schedule but not on dates in which the vendor's installation personnel are already prescheduled to perform work for other customers"?

**Response:** The schedule will be defined by MDOM to accomplish the anticipated eight to ten-week deployment, but the vendor will be consulted regarding the development of any schedule(s) prior to commencement of any installation services.

**Questions 6:** Will the MDOM-defined schedule allow for installation services to be performed between 8:00 am and 5:00 pm Monday through Friday?

**Response:** Yes.

**Question 7:** Will Medicaid consult with the vendor during Medicaid's development of the MDOM-defined schedule?

**Response:** Yes.

**Question 8:** Will the MDOM-defined schedule potentially allow for an installation date take more than one day at a site?

**Response:** Yes, installations will be planned to take a maximum of three business days per location, including travel time.

**Question 9:** Does Medicaid have any expectation that installation will be completed at each and every site in only one business day?

**Response:** No, MDOM does not have an expectation that installation will be completed at each and every site in one business day.

LOC responses are due Tuesday, November 5, 2019, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Alec Shedd at 601-432-8162 or via email at [Alec.Shedd@its.ms.gov](mailto:Alec.Shedd@its.ms.gov).

cc: ITS Project File Number 45372